RE: GTL phone issues / dropped calls

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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

To whom it may concern,

I regularly have trouble with the phone system! Sometimes I have to dial 5 or 6 times because when the other party picks up the recording will fail to kick in or if it does when they press the button to accept it won't acknowledge and the call doesn't occur. frequently, when I call my ~~mother~~ parents here in Mass. or my aunt out of state, five minutes into my call and the call will drop. I'm not dealing a cell phone, it's a house landline and I'm forced to dial back to continue my call! Also the reception is awful you can never get clear reception, there's always static or the other party sounds far away and you have to yell to be heard! With today's technology there's no reason why we should have these issues! I feel that we should do away with GTL and go a more efficient phone carrier!

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